

5-YEAR PLAN 1998-2003

SUBMITTED: 30 JUNE 1998

Revised: 10 July 98

VISION STATEMENT

The Jesse M. Smith Memorial Library will strive to provide easy access to diverse materials, services, and programs in an atmosphere which encourages the free flow of ideas to educate, entertain, enrich and inform the residents of the Town of Burrillville. The library will serve as the community's principle resource for reference and periodicals. Special emphasis will be placed on supporting students at all academic levels, and on stimulating the interests of young children to develop an appreciation for reading and learning. Additionally, the library will strive to continue to acquire up-to-date technology, which will allow patrons access to the latest in educational, informational, and recreational services.



REVIEW OF JANUARY 2001

JESSE M. SMITH MEMORIAL LIBRARY
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GOALS & OBJECTIVES

1. INCREASE USEFUL LIBRARY SPACE TO LEVELS RECOMMENDED BY THE LIBRARY BUILDING NEEDS COMMITTEE (I.E., 15,000 SQ. FT. MINIMUM).

■ **Maximize useful space in present facility:**

By December 1998 install added shelving in storage areas and Children's Room (Champlin grant in hand for this purpose.)

Increase shelf space by continuing weeding initiative for all collections-- designate more materials as "storage" to be shelved in non-public areas, but available "on call" via CLAN database.

Investigate (and implement, if feasible) off-site storage facility for seldom used equipment, book sale materials, supplies, etc.

■ **Build new public library facility for the Town of Burrillville by 2003:**

July 1998 present report of the Library Building Needs Committee to the Burrillville Town council.

By December 1998, have Town appoint Building Committee.

1999-2001 mount fund raising campaign for construction of new library facility.

2001-2003 construct new library facility.

2. INCREASE LIBRARY USE BY BURRILLVILLE RESIDENTS.

■ **Improve public awareness of the library and its services:**

Produce a handout/booklet for patrons listing services, collections, and materials available.

Publish a monthly or bi-monthly newsletter.

Develop and maintain a library web site featuring information about the library and its services, and providing patrons with remote access to on-line library services.

Increase newspaper publicity.

■ **Expand programming:**

Expand School Outreach: Extend school tours to kindergarten students & parents during 1998-1999.

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Develop school-age Volunteer Programs. Summer 1998: implement Book Buddies program. Fall 1998/Spring 1999: implement Homework Helpers program.

Offer at least one adult program every other month, from September through May.

Offer public training sessions on a regular basis for CLAN catalog search techniques, Internet search techniques, and general computer use.

- **Expand hours of operation: (Revised: 2 July 98)**

Seek budget increases annually, and plan staff needs to allow increased hours.

Increase hours from 44/week to 60/week:

September 1998: Add 3 hours Wednesday morning (total 47)

September 1999: Add 3 hours Saturday (total 50)

September 2000: Add 3 hours Monday morning (total 53)

September 2001: Add 3 hours Thursday morning (total 56)

September 2002: Move opening time to 9:30 am & move Friday closing to 6 pm (total 60)

3. EXPAND AND DIVERSIFY COLLECTION AND MATERIALS AVAILABLE TO THE PUBLIC.

- **Continue to expand Magazine Collection:**

Add at least one (1) title per year, with a goal of holding ninety (90) titles by 2003.

- **Continue to expand Reference CD-Rom and On-line Products Collections:**

Add at least one (1) substantial CD-Rom title or on-line product per year.

- **Start a circulating CD-Rom Software Collection for home use:**

By July 1999 establish a collection of at least ten (10) titles; add a minimum of five (5) titles each year thereafter.

- **Increase Juvenile Audio Book Collection:**

Acquire unabridged book/tape titles to assist reluctant readers.

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■ **Add circulating CD-Rom Music Collection:**

By January 2001 establish a minimum collection of 100 titles; increase collection by 20% annually.

MEASUREMENT

Progress towards achievement of goals will be shown primarily through increase in traffic counts, in-house materials use statistics, Internet and computer use figures, reference questions statistics and statistics on staff-assisted Internet and index use.

Please note: Circulation patterns are expected to change as technology provides alternate avenues to information; therefore, circulation goals will no longer serve as the major measurement of our success in meeting the public's needs.

CURRENT TECHNOLOGY ASSESSMENT

THE FOLLOWING EQUIPMENT IS PRESENTLY IN USE AT THE LIBRARY:

■ **Telephone & Fax**

There are currently two (2) telephone lines in the building, and a Fax machine is located in the Administrative Office. One primary line serves incoming calls and Fax; the other line serves outgoing and business calls.

■ **Computer Equipment**

CLAN System Access is via a direct connection through a Router and Hub which supports six (6) CLAN ports. Five (5) of the ports serve "dumb" terminals (3 PAC terminals; 2 circulation terminals); one (1) connects a 486 PC which is used for cataloging and data entry. (The PC is connected to a color printer.)

Internet Access is through the CLAN Router, and is available on three (3) computers. Two (2) of the computers are for the use of the general public (one is a Pentium PC, the other is a 486); the third (a Pentium) is primarily for the use of the Children's Librarian, but may be used by the public when necessary. All three Internet computers are connected to printers, two of which allow color printing.

A Pentium PC with a 5-Disk CD-Rom drive is located in the Reference Room, allowing access to various CD-Rom reference products. It is connected to a color inkjet printer.

Public Word Processing is available on a Tandy 486 PC located in the designated Computer Room, and also on a Mac LCIII located in the Children's Room. Both computers are connected to color inkjet printers.

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Word Processing is available on a Tandy 486 in the Computer Room, and a Mac LCIII in the Children's Room. Both are connected to color inkjet printers.

Administrative computer needs are served by a Pentium PC and Laserjet printer, and by a Mac LCII connected to an Imagewriter dot matrix printer, both located in the Administrative Office. The PC is used for Bookkeeping, Word Processing, Spreadsheet, and Database functions. The Mac is used for production of catalog cards, and accession database.

FUTURE TECHNOLOGY GOALS

Over the next five years, the library will upgrade and acquire the technology necessary to provide the public with full access to the latest in on-line information services for purposes of education, information, and recreation. Additionally, the library will ensure that staff training in the new technologies will keep pace with the changes, so that they will be able to provide efficiently for our patrons needs.

FUTURE TECHNOLOGY OBJECTIVES & STRATEGIES

- Mid 1998

Establish Staff Training & Continuing Education Policy.

Upgrade the two (2) 486 PC's to Pentium machines. Move one of the 486 machines into the Computer Room for public Word Processing, connecting it to the present inkjet printer using an A/B switch.

- Fall 1998

Purchase another Pentium PC with multi-CD-Rom capacity for use in the Reference Room.

Purchase a scanner to be used primarily for in-house publishing, scanning of newspaper articles and historic documents so that these articles and documents may be indexed, and to provide copies, including color copies of in-house materials, to the public. (Note: grant funds in hand.)

- Winter 1998

Connect the above Reference PC to the Internet via CLAN. (Will require additional wiring installation.)

Replace one of the "dumb" terminals (a PAC) with a Pentium PC unit. (CLAN 5-year plan recommends phase-out of all "dumb" terminals.)

- Early 1999

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Purchase LCD Projector which will allow video and computer screen projection for use in presenting programs and training sessions. (Grant funds requested for 1998-1999.)

Purchase a wireless telephone or install an additional telephone extension for use of reference and technical staff.

- 1999-2000

Develop a Local Area Network (LAN) for the library, obtaining a grant for hardware and wiring needs.

- 1999-2003

Hire a Technology Consultant to develop, as an integral part of the building plan for a new Library Building, a flexible Technology Plan which will serve the community in the present, and adapt to accommodate changing needs and necessary expansions in the years to come.

- Early 2000

Replace two of the "dumb" terminals (one PAC; one Circulation) with Pentium PC units.

- Early 2001

Replace remaining two of the "dumb" terminals (one PAC; one Circulation) with Pentium PC units.

EVALUATION OF OBJECTIVES & STRATEGIES

The library will evaluate each technology change/upgrade made six months after implementation to ensure that the change is meeting the needs of both the library and the patrons.

Evaluation of strategies will be made on an annual basis.

The Technology Plan will be reviewed annually to ensure that goals and objectives are being met, that they remain realistic, and that compliance with any changes to the CLAN Technology Plan will be efficiently coordinated.



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TECHNOLOGY PLAN ANNUAL REVIEW: JANUARY 2000

Evaluation of Objectives & Strategies:

Evaluation of Objectives & Strategies reveals that goals and objectives outlined in the 5-Year Plan are still valid and reasonable, and implementation is proceeding on or ahead of schedule.

Additions & Changes to the Plan:

It was determined just prior to applying for the 1999-2000 Champlin Foundations Grant that purchase of a laptop computer for purposes of making presentations would be of benefit, and that purchase has been approved. Purchase is scheduled for summer of 2000.

Additionally, the library now is evaluating the need for either a digital camera or a digital video camera, and plans to apply to Champlin for money; purchase is targeted for spring of 2001.

CLAN Technology Plan underwent revision in 1999, requiring that libraries replace their hubs with switches, and that new high-speed Internet lines be installed. CLAN is presently in process of coordinating the purchase and installation of the switches and lines, and completion is anticipated in spring of 2000.

Compliance with Objectives & Strategies

1998 -- All goals and objectives were met.. Staff Training and Continuing Education issues have been addressed in the Personnel Policy and will be reviewed regularly. Equipment upgrades were all accomplished as planned, and an additional Internet connection was installed in Administration.

1999 -- Purchase of an LCD Projector was approved by Champlin and purchase is in process; the purchase of a wireless telephone or installation of an additional telephone line has been deferred to fiscal 2000-2001. In addition, we were offered the opportunity to purchase a new Pentium computer through CLAN, and were then able upgrade our tech computer, and use the old tech computer to replace one of the "dumb" circulation terminals with a PC ahead of schedule.

1999-2000 -- Development of a Local Area Network plan is in process. With installation of the new computer switch mandated by CLAN, it will be possible to network the library's computers without resorting to rewiring, and without additional equipment purchases. We hope this plan will serve our needs until a new library is built.

1999-2003 -- Hiring of a Technology Consultant and the building plan for the new library are in process.

Early 2000 -- Four PC computers have been purchased through CLAN and this will allow us to replace two "dumb" terminals, as well as upgrade two of the older, slower public Internet PC's. One of the dumb terminals to be replaced is at circulation, and its replacement with a PC with Reliant Software will complete our circulation upgrade ahead of schedule.

Early 2001 -- We will replace the only two remaining dumb terminals (both PACs) with PC units as scheduled.

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CURRENT TECHNOLOGY ASSESSMENT: JANUARY 2000

THE FOLLOWING EQUIPMENT IS PRESENTLY IN USE AT THE LIBRARY:

- Telephone & Fax

There are currently two (2) telephone lines in the building, and a Fax machine is located at Circulation. One primary line serves incoming calls and Fax; the other line serves outgoing and business.

- Computer Equipment

We have 6 CLAN Dynix Port Licenses. 2 Circulation, 3 PAC, 1 Tech.

CLAN System/Internet Access is via a direct connection through a Router, Server, and two Hubs. These support a total of eleven (11) CLAN/Internet nodes. Four (4) nodes serve "dumb" terminals (3 PAC terminals; 1 circulation terminal). The other seven 7 nodes connect PCs. The second hub is a temporary loaner from CLAN. This setup will be replaced in February 2000 by the new switch unit on order through CLAN.

Internet Access is through CLAN as outlined above and is available on seven (7) computers. Two (2) of the computers are for the use of the general public; a third and fourth (Pentiums) are primarily for the use of the Children's Librarian and the Reference Specialist, but may be used by the public when necessary. All public Internet computers are connected to printers, three of which allow color printing. The remaining three (3) PCs are dedicated to use at circulation, administration, and tech services (cataloguing).

A Pentium PC with a 5-Disk CD-Rom drive is located in the Reference Room, allowing access to various CD-Rom reference products. It is connected to a color inkjet printer.

Public Word Processing is available on a Tandy 486 PC and an IBM/PS2 located in the designated computer room, and also on a Mac LCIII located in the Program Room. All computers are connected to color inkjet printers (the two in the computer room share a printer).

There is a color flatbed scanner in the administrative office.

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TECHNOLOGY PLAN ANNUAL REVIEW: JANUARY 2001

Evaluation of Objectives & Strategies:

Evaluation of Objectives & Strategies reveals that the technology goals and objectives outlined in the 5-Year Plan are still valid and reasonable, and implementation is proceeding on or ahead of schedule.

Additions & Changes to the Plan:

After much discussion and evaluation, the library has determined that there is no need to establish a true LAN (Local Area Network) throughout the library. There is no demonstrated need for administrative file sharing or for software sharing at present.

In accordance with this Technology Plan and CLAN equipment recommendations, the library established a replacement policy and a replacement schedule for all computer equipment.

Compliance with Objectives & Strategies

2000 -- CLAN Technology Plan underwent revision in 1999, requiring that libraries replace their hubs with switches, and that new high-speed Internet lines be installed. CLAN completed installation of new switches, and by December 2000 has nearly completed installation of high-speed lines. (Jesse Smith Library installations are complete.) The library purchased a video cleaning unit, a digital projector as per plan; we also received a digital camera as a premium on the purchase of the video cleaning unit.

Early 2001 -- We will replace the only remaining dumb terminal (PAC) and upgrade the older Circulation computer with new PCs, as per the equipment upgrade schedule. In April an additional two (2) PC's will be upgraded as per schedule. The laptop computer purchase approved by Champlin is in process. We are awaiting word from CLAN as to whether there will be a group purchase this spring.

2001-2003 -- Hiring of a Technology Consultant and the building plan for the new library are in process.

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CURRENT TECHNOLOGY ASSESSMENT: JANUARY 2001

THE FOLLOWING EQUIPMENT IS PRESENTLY IN USE AT THE LIBRARY:

- Telephone & Fax & Data Lines

We still have only two (2) phone lines in the building, and the FAX machine located at Circulation. We have purchased, but not yet installed, APC PDigiTel protection units for the telephone and data lines. The data line has been upgraded by the telephone company per CLAN requirement.

- Computer Equipment

We still have 6 CLAN Dynix Port Licenses: 2 Circulation, 3 PAC, 1 Tech.

CLAN System/Internet Access is via a direct connection of the new switch installed last February. We have a total of eleven (11) CLAN/Internet nodes. Ten (10) nodes connect PCs, one (1) connects the last remaining "dumb" terminal which will be replaced with a PC in February 2001.

The installation of the switch has allowed us to establish a printing LAN (Local Area Network). All computers in the library that are connected to the switch have access to printing through the network, and this allows us to offer printing at all computer stations without the necessity of purchasing additional printers, or of installing additional electrical outlets.

Internet Access is through CLAN as outlined above. Two (2) of the computers are for the use of the general public; two (2) others (those used by the Children's Librarian and the Reference Specialist) may be used by the public when necessary. All public Internet computers are connected to color printers.

A Pentium PC with a 5-Disk CD-Rom drive is located in the Reference Room, allowing access to various CD-Rom reference products. It is connected to a color inkjet printer.

Public Word Processing is available on two Pentium PC computers located in the designated Computer Room, and also on a Mac LCIII located in the Program Room. All computers are connected to color inkjet printers (the two in the Computer Room share a printer). (Note: These computers are not connected through the switch.)

There is a color flatbed scanner in the administrative office. The library now owns a video cleaning unit, a digital camera (received as a premium with the purchase of the video Cleaning unit), and a digital projector.